

E-04230A-14-0011  
E-01933A-14-0011

ORIGINAL



0000152244

ARIZONA CORPORATION COMMIS  
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2014 - 115631

Date: 4/1/2014

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      Donald J.

Heller

Account Name:      Donald J. Heller

Home: (000) 000-0000

Street:

Work:

City:      Tucson

CBR:

State:      AZ      Zip: 85743

is:

Utility Company.      Tucson Electric Power Company

Division:      Electric

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No. E-04230A-14-0011

I am opposed to any proposal by Tucson Electric Power Company until such time as their consumer service is dramatically improved.

Please note the following particulars:

1. TEP's response to telephone inquiries is completely unacceptable. I have been placed on hold repeatedly for an excess of an hour.
2. I have repeatedly requested that the accuracy of my meter be verified. There has been no response to this request.
3. The interval allowed before a bill is overdue is dramatically too short.
4. There is no provision to allow for persons who are disabled and left dependent on their electric service to avoid threatened cut offs. This poor service should not be tolerated by the corporation commission.

Sincerely,

Donald J. Heller

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A complaint regarding the meter test not being verified has been issued to TEP for a response.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Arizona Corporation Commission

DOCKETED

APR 03 2014

DOCKETED BY

*[Signature]*

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

2014 APR - 3 A 11:55

RECEIVED

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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4/01/14

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

\*End of Comments\*

**Date Completed:** 4/1/2014

**Opinion No.** 2014 - 115631

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